

Please add new claims 63-82:

- Sub 37/
63. A method comprising the steps of:
- receiving a communication;
 - analyzing content of the communication to identify at least one concept of the communication;
 - creating a model of the communication using the at least one concept;
 - comparing the model of the communication to a set of adaptive models to produce a predicted response to the communication;
 - preparing an actual response to the communication;
 - comparing the predicted response and the actual response to produce feedback; and
 - using the feedback to modify at least one of the set of adaptive models such that the set of adaptive models learns with each received communication.
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64. The method of claim 63, wherein the step of comparing the predicted response and the actual response occurs in real time.
65. The method of claim 63, wherein the step of using the feedback to modify at least one of the set of adaptive models occurs in real time.

66. The method of claim 63, wherein the step of comparing the predicted response and the actual response occurs while further communications are being received.

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67. The method of claim 63, wherein the step of using the feedback to modify at least one of the set of adaptive models occurs while further communications are being received.

68. The method of claim 63, wherein the content of the communication is expressed in a natural language.

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part.
69. The method of claim 63, wherein the content of the communication includes natural language and metadata.

70. The method of claim 63, wherein the content of the communication includes natural language and structured information.

71. The method of claim 63, wherein the communication is a text communication.

72. The method of claim 63, wherein the communication is a voice communication.

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cont.

73. A system for electronic communication management, comprising:
a contact center configured to send and receive communications;
an adaptive knowledge base configured to store models;
a modeling engine configured to analyze a received communication to
determine an intent, to prepare a model of the communication
based on the intent, and to compare the model of the
communication with the models stored in the adaptive knowledge
base to produce a predicted response; and
a feedback module configured to compare the predicted response with an
actual response to the received communication to generate
feedback used by the adaptive knowledge base to modify at least
one model such that the system learns from the received
communication.

74. The system of claim 73, wherein a human agent produces the actual
response to the received communication.

75. The system of claim 73, wherein the adaptive knowledge base modifies at
least one model in response to each communication received by the contact
center such that the system learns from each received communication.

76. The system of claim 73, wherein the modeling engine is further
configured to determine a plurality of intents in the received communication.

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Rule 1.126
~~77~~ 77. The method of claim 78, wherein if the predicted action substantially differs from the actual action and if a model that substantially matches the actual action exists in the set of adaptive models, then the feedback is negative for a model in the set of adaptive models that produced the predicted action and the feedback is positive for the model that substantially matches the actual action.

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~~78~~ 78. A method for real-time learning, comprising the steps of:
receiving a communication;
creating a model of the communication;
comparing the model of the communication to a set of adaptive models to
determine a category for the communication;
comparing the determined category with an actual category for the
communication to produce feedback; and
updating the set of adaptive models according to the feedback.